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North Carolina State Library
Raleigh

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MANUAL OF SUGGESTIONS AND PROCEDURES FOR NORTH CAROLINA BOOKMOBILE SERVICE



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Procedures outlined in this manual
are suggestive and will need to be
adapted to the needs and conditions
existing in each service area.

PURCHASE OF BOOKMOBILE

The selection of a bookmobile will depend upon the needs of the county and the cost of the machine which the library can afford. Several makes of bookmobiles should be considered. The State Library can furnish a list of bookmobile manufacturers and the names of their representatives who will meet with library boards and local automobile dealers to discuss specifications and prices. The State Library will furnish lists of recommended equipment.

When the kind of bookmobile and specifications are decided upon this information should be given to local automobile dealers so they can submit competitive bids to the library board. Automobile manufacturers will frequently allow a dealer a cut of from \$100 to \$200 in the price of a chassis if they know it is for public use. This saving can be passed on to the library.

Local automobile dealers who supply the chassis for bookmobiles usually sell it to the library for cost plus handling charges.

Licenses for public vehicles may be purchased for \$1.00 plus 50¢ for transfer of title.

State Aid to Public Libraries may be used for the initial cost, insurance, maintenance and operation of the bookmobile.

INSURANCE

The North Carolina State Library, through a plan of group insurance, has been able to secure greatly reduced rates for bookmobiles owned and operated by a public library. Many of the libraries have taken advantage of coverage offered by Nationwide Insurance Company (formerly the Farm Bureau Mutual Automobile Insurance Company). For quotations or further information, write to the North Carolina State Library. Details of coverage are:

Damage by the Bookmobile - Bodily Injury Liability and Property Damage Liability--This protects against suits from the general public resulting from ownership, maintenance, use, or operation of bookmobiles as follows:

*BODILY INJURY

\$25,000 one person each accident
\$50,000 two or more persons each accident
Legal Defense
Attorney Fees
Medical First Aid
Investigation Expense
Court Costs
Protection even if claim be false or fraudulent.

PROPERTY DAMAGE

\$5,000 each accident damage to other automobile
Plateglass windows
Damage or destruction of property of any description
Protection even if claim be false or fraudulent.

Medical Payments - To pay all reasonable expenses up to \$250.00 per person incurred within one year from the date of accident for necessary medical, surgical, ambulance, hospital, professional nursing and funeral services, to or for each person who sustains bodily injury, sickness or disease, caused by accident, while in or upon, entering or alighting from the bookmobile if the bookmobile is being used by the Named Insured or with his permission.

Damage to the Bookmobile - Comprehensive coverage will pay 100% of the damage done to vehicle up to the actual cash value resulting from breakage of glass and loss caused by missiles; falling objects, fire, theft, explosion, earthquake, windstorm, hail, water, flood, vandalism, riot or civil commotion.

\$50.00 Deductible Collision - To pay for the loss of or damage to the bookmobile, caused by collision of the bookmobile with another object or by upset of the bookmobile in excess of fifty dollars (\$50.00).

*This does not include those people operating the bookmobile. Any injury sustained by employees of the library must be covered by Workmen's Compensation. See page 23.

PERSONNEL

Two people are usually required for bookmobile service: a bookmobile librarian and one assistant, or a driver who can assist with regular routine duties. Tasks and qualifications for each follow:

Bookmobile Librarian

Examples of typical tasks:

Planning, organizing and directing bookmobile service in a given area which will serve the public, stations, libraries, and schools; arranging schedule to cover territory properly; selecting a book collection which will stimulate the best reading interests; registering borrowers; assisting patrons in locating books; recommending books; charging and discharging books; filling individual requests for books and materials; preparing special collections for stations, libraries and schools; instructing custodian; keeping records and preparing reports of the service; making suggestions for new book purchases; maintaining public relations with county officials, groups and organizations; preparing and distributing booklists; preparing newspaper and radio publicity; analyzing local situations; attending professional meetings; and in other ways making the bookmobile service known to the community.

Qualifications:

Professional: Preferred requirements are completion of a four-year course in a four-year standard college or university, or its equivalent; plus one full year's work in an accredited library school with evidence of satisfactory completion.

Minimum requirements are four-year course of study in a four-year standard college or university, including one full year's work in an accredited library school with evidence of satisfactory completion.

Personal: Knowledge of books; enthusiasm for books and the ability to broaden interests and reading desires of individuals; skill in performance of library routines; initiative; orderliness; accuracy; good memory; good health; good judgment; adaptability; patience; tact; ability to get along well with others and meet the public pleasantly; driver's license; ability to speak in public, genuine liking for people; familiarity with problems of human behavior.

Bookmobile Driver

Examples of typical tasks:

Driving a car or truck; knowing the routes and county; following schedule; locking switch at each stop; opening doors or panels so books will be available; assisting the patron to locate books; assisting in charging and discharging books; shelving and straightening books on shelves; assisting in loading and unloading; assisting in filing cards; putting up signs at bookmobile stops; checking and reporting condition of bookmobile.

Minimum qualifications:

Satisfactory completion of high school education, driver's license, good health, judgment, tact, adaptability, ability to get along well with others and to meet the public pleasantly.

Section 10

This is a very important section and should be read
 carefully. It contains the following information:
 The first part of the section deals with the
 general principles of the law. It states that
 the law is based on the principle of justice
 and equity. The second part of the section
 deals with the specific provisions of the law.
 It states that the law is based on the
 principle of justice and equity. The third
 part of the section deals with the
 application of the law to specific cases.
 It states that the law is based on the
 principle of justice and equity.

Section 11

This section contains the following information:
 The first part of the section deals with the
 general principles of the law. It states that
 the law is based on the principle of justice
 and equity. The second part of the section
 deals with the specific provisions of the law.
 It states that the law is based on the
 principle of justice and equity. The third
 part of the section deals with the
 application of the law to specific cases.
 It states that the law is based on the
 principle of justice and equity.

SCHEDULING BOOKMOBILE SERVICE

A large county planning survey map which costs 50¢ can be obtained from the State Highway Department, Raleigh. It shows all roads in the county and the mileage of each and gives the location of all houses, stores, schools, churches, and filling stations. When making schedules for bookmobile service the Superintendent of Schools, Home Demonstration Agent, Farm Agent and Highway Patrolman can be of great assistance. Neighborhood and community stops should be planned rather than house to house stops which are expensive and time consuming.

Before completing any schedule it is advisable to travel over the entire county following the proposed schedule, and to solicit help of people in each community in determining immediate location and length of time for the bookmobile stops. An estimate can be made of the number of persons who will meet the bookmobile at each stop. The pre-service trip is very effective if made in the bookmobile, but it is not wise to carry books on this initial round. This contact, however, provides excellent opportunity to give full explanation of the extended library service. The fact that it is a public service financed by the county and State must be emphasized repeatedly. All persons contacted may be good publicity agents if they have the correct information regarding the bookmobile services and schedule. Local people will be glad to aid by putting up posters, distributing handbills and making local announcements.

Sample schedule follows:

Monday, January 20, 1958

<u>Arrive</u>		<u>Leave</u>
9:00	Douglas Cross Roads	9:45
10:00	Acre's Station	10:30
11:45	Pinetown Post Office	12:00
12:30	Pinetown School	2:00
2:30	Big Swamp	3:00

Shifting populations and changing needs make it imperative that bookmobile schedules be constantly revised and that bookmobile librarians keep on the alert for new stops to replace inactive ones and to take care of new communities. It is advisable to plot bookmobile stops on an up-to-date county map every two or three years and to confer with county leaders for suggestions concerning new stops. Often the purchase of a new and larger bookmobile provides an opportunity to change the type of service (i.e. stop at fewer places for longer periods).

PUBLICIZING THE BOOKMOBILE SERVICE

Handbills left at each scheduled stop will announce the regular trips of the bookmobile. Every organization in the county should have a formal notice of the beginning of bookmobile service along with a copy of the schedule. Revised schedules should be given similar publicity. Newspapers and radios are usually ready to give advanced publicity and then run the schedules each day or week as a public service feature. Mimeographed schedules distributed through the schools have been an effective means of publicity. This supplements regular library publicity.

Posters at each stop give the date and hour of the next bookmobile visit in the community. These posters can be brought up-to-date each trip by pasting a date strip across the proper space on the poster or sliding it through slots in the poster board. A handy size for such posters is about 15" by 24". The date strips may be about 2" by 16". (Frequently "ends" from print shop may be used satisfactorily and secured inexpensively.)

Any change in schedule must be announced well in advance. Unavoidable changes are explained as soon as possible to the custodian and through a notice in the newspapers and over the radio giving the time of the next trip.

It is important to repeat continually that it is public service, financed by the county and the State.

BOOK COLLECTION

Books for county service should be part of the general library collection and processed and handled as other books. As the whole book collection grows it may be necessary to shelve the duplicate copies in a separate section of the library, but the bookmobile should have access to any book.

New up-to-date books should be ordered for the bookmobile and processed for use as rapidly as possible. The reading interests and the requests of the bookmobile borrowers help determine the selection.

County people read with as varied interests and desires as city people. They do not crave the most sophisticated books; they will read almost any good book presented with enthusiasm.

A constant exchange of books should be made on the bookmobile so that patrons will have access to a wide and changing collection of titles. Checking for mending and binding is a continuous process.

Each day's needs must be considered and the bookmobile loaded according to the scheduled stops. Days with several schools to be visited will require more juvenile books in the collection. A well balanced collection of fiction and non-fiction, both adult and juvenile, should be maintained at all times.

LOADING OF BOOKMOBILE

Since there is a difference in the arrangement of shelves on bookmobiles and in the needs of bookmobile patrons in various counties only general recommendations can be made for loading bookmobiles.

When bookmobiles provide over-size sections these are used for large easy books and for other out-size books or recordings.

Front sections near the charging desk offer good space for requests, reference books, snags and books to be mended.

All shelves should be labeled according to use.

Another factor to be considered in loading of the bookmobile is balance. Proper distribution of load weight means less wear on the bookmobile and easier driving. Even distribution for sides, and weight well toward front, is advisable, so any empty shelves will be at the rear of the bookmobile.

Suggested arrangements are:

PLAN A

Separate books in three or four main categories: easy books; juvenile fiction and non-fiction; adult fiction and non-fiction; and teen age books where the size of the teen age collection justifies another division.

Shelve easy books in the lower shelves on both sides of the bookmobile; shelve juvenile fiction and non-fiction in the middle shelves on both sides of the bookmobile and shelve adult fiction and non-fiction in the upper shelves. Adult fiction and non-fiction may be interfiled without regard to author or classification number. (This encourages browsing through both fiction and non-fiction.) The same interfiling of fiction and non-fiction may be used for juvenile books. Some librarians like to put books on the Home Demonstration lists in separate shelves.

PLAN B

Some libraries prefer to arrange their adult books on one side of the bookmobile, the juveniles on the other. On the juvenile side the books for the teen agers or older children are placed on the top shelves. Easy books and picture books are assigned to the lower shelves.

PLAN C

(Usually with larger bookmobiles)

Other libraries find that they expedite the location of subject requests if they shelve the fiction and non-fiction separately. Few arrange the books according to the classification number. Some libraries use a ribbon arrangement of fiction on one shelf, non-fiction on the next; others assign special shelves to general topics like "Household Arts," "Sports and Hobbies," "Science: Fact and Fiction," "General Information" and group books in these categories.

REGISTRATION

Most county libraries which serve only rural areas do not find it necessary to register bookmobile patrons. County libraries which give bookmobile service to urban centers and/or use charging machines on the bookmobile register their bookmobile patrons.

Bookmobile registration follows the library policies. It is recommended that borrowers under fourteen be classed as juveniles and required to have the signature of a parent or guardian on the registration card. All patrons are required to fill out a registration card the first time they borrow books and to re-register at regular intervals as long as they use the service.

A different color registration card for each year is recommended to simplify re-registration. Registration cards, when returned to the central library, must be numbered, dated and filed. Count the city and county registrations separately, but file city and county together to avoid duplication of registration. Some libraries use a "C" preceding registration number to indicate county borrowers. Some libraries use a different letter to indicate the branch where the borrower originally registered.

RULES

Keep the rules for lending books as few and as simple as possible. Explain the rules to each person who registers and call his attention to the date for the return visit.

CIRCULATION

Two book cards for each book facilitate the handling of books and the keeping of records. The master book card may be white and the other one colored. The second card can probably be purchased inexpensively through a local print shop. Library supply houses also sell colored book cards. A wooden charging tray, single unit to hold 3" by 5" book cards upright, is suitable for carrying daily circulation file. Cards for each trip are arranged in chronological groups according to scheduled stops for the day.

When individuals borrow directly from the bookmobile:

1. The borrower signs the white book card which is taken from the book. This does not apply when a charging machine is used.
2. Books and cards are stamped with date due which is the date of the next scheduled bookmobile stop.
3. The white book card is filed alphabetically behind the name of the stop where the book is borrowed.
4. This file is carried on the bookmobile and when the books are returned the white cards are removed from the file, returned to the book and the book to the shelf--to the reserve shelf, if there is a special request for it.

When books are left for stations, branch libraries, and schools:

1. The white book card is removed by the bookmobile librarian, stamped with date due, and charged to the station, branch library or school. These cards are filed alphabetically by author and title behind the name of stop and arranged chronologically according to schedule. This does not mean that any book out in circulation must be called in by that date. The date gives the bookmobile librarian a record of when the book was left. Frequently books may be in demand at one station three months or longer and may remain there unless there is a more urgent request.

Some bookmobile librarians do not find it necessary to stamp date due on the book card and date due slip when books are charged out to teachers for class room collection or to a station or branch. The books and cards are counted and the cards filed behind the teacher's or responsible person's name, securely fastened by two rubber bands. The name of the teacher or custodian is not written on each book card.

2. The colored book card is left in the book for use of the station custodian, branch librarian, school librarian or teacher.

At stations the person in charge:

1. Requests each borrower to sign the colored book card for the books he borrows.
2. Files the colored cards alphabetically by author and title.
3. Removes colored card from file and replaces it in the book when the book is returned. The book is again ready for circulation unless there is a special request.

At branch libraries the person in charge:

1. Requests each borrower to fill out a registration card when he first borrows books.
2. Requests the borrower to sign the colored book card for the books he desires to borrow.
3. Stamps the book and book card with the date due.
4. Files the colored cards alphabetically by author and title behind date due.
5. Removes colored card from file and replaces it in the book when the book is returned. The book is again ready for circulation unless there is a special request.

The size of loan to individuals depends upon the adequacy of the book collection. In beginning service it is often necessary to limit individual loans to four books each.

Schools are usually allowed to take 25% to 50% as many books as the total enrollment of the schools. The size of the school and its library facilities must be considered along with the number of volumes available from the bookmobile. Small schools frequently need more books per enrollment than larger units.

Deposit stations with volunteer custodians may start with small collections and increase the number of books as the county collection grows.

Magazines are circulated from the bookmobile when there are requests for special articles in the library copies. Often patrons give magazines and paper bound books for bookmobile distribution, which are not charged and need not be returned.

OVERDUE, DAMAGED AND LOST BOOKS

Policies on these matters must be decided upon by the county librarian and her board. Usually there is no charge for overdue books on the bookmobile nor are overdue notices sent. It has been found that other borrowers in a community are better reminders of books due than overdue notices from the central library. If patrons, however, continue to be lax about returning books on time, overdue notices are sent from the central library.

The borrower pays in proportion to the damage to a book. If it is damaged beyond repair, the purchase price is charged. The borrower pays the purchase price of a lost book.

REQUESTS

Patrons may request specific titles or material on special subjects by filing a request form with the bookmobile librarian, or writing, or telephoning directly to the central library. Materials thus requested may be delivered by the bookmobile or by mail, depending on the urgency of the request.

Books requested and not available in the local collection should be borrowed by the county library from the North Carolina State Library or other known source. Shown on next page are request forms which have been used successfully in several counties. Care is taken to insure correct dating and filing of requests alphabetically by author and title. When more than one request is made for the same book, they are filed chronologically. A typed list of requests posted in the bookmobile is a constant reminder to take those books from circulation and reserve for requests. The request file stays on the bookmobile so each time a book is taken from circulation, the request form can be pulled from the file and put into the book and the book placed on the reserve shelf ready for delivery.

Request for Special Title

Author:

Title:

Borrower's name:

Address:

Information for borrower:

Book on order

More data needed

Out of print

Requested from another library

Reserve on file

Substitute title recommended

To be delivered:

To be mailed:

Request for Subject Material

Subject:

Borrower's name:

Address:

Purpose for which wanted:

Wanted by: Child Teen-ager Adult

Educational level: H. S. _____ College _____ Grammar school _____

Knowledge of subject: Beginning _____ Average _____ Advanced _____

Other information:

Information for borrower:

Book on order

More data needed

Out of print

Requested from another library

Reserve on file

Substitute title recommended

To be delivered:

To be mailed:

ESTABLISHMENT OF DEPOSIT STATIONS IN THE COUNTY

In some sections of the county it may be hard for the public to meet the bookmobile at scheduled time, or the need for additional reading material is greater than can be supplied by the monthly or bi-monthly bookmobile visits. In such cases a group of books may be left in a home, store, filling station, post office or other building centrally located where a volunteer custodian is in charge.

The custodian should have the confidence of the community and should be one who knows books and is interested in getting books and people together. The bookmobile librarian instructs the custodian of stations in procedures for circulating books and interpreting rules and regulations of service to patrons.

RELATIONSHIP BETWEEN BOOKMOBILE SERVICE AND THE
ESTABLISHED BRANCH LIBRARIES

Branch libraries, functioning as part of a county-wide plan have the privilege of borrowing books from the bookmobile to supplement the local collection. Where the bookmobile collection is a beginning collection and necessarily very small, branch libraries may lend books from their collection to replace those borrowed from the bookmobile. Books which have been read in one library may be new to another.

Places of 1000 or more population should be encouraged to establish reading rooms and branch libraries with magazines, reference books, regular hours of opening and with a paid worker in charge. The town usually assumes the financial responsibility of providing a good location, operating expenses and pay for the worker. Some towns provide a book fund for the purchase of reference books and current popular titles. The county librarian supervises the service. The bookmobile makes regular visits to the branch and provides a changing collection of books. Branch library patrons are encouraged to meet the bookmobile to help with the selection of books for the branch library.

ESTABLISHMENT OF BOOKMOBILE SERVICE
TO SCHOOLS IN THE COUNTY OR REGION

Conferences with the county superintendent of schools and the principals should precede any bookmobile service to schools and plans for visits worked out in detail. Where there is a county school library supervisor, this person should be consulted first.

It must be kept in mind at all times that bookmobile service is not to substitute for the school libraries but to supplement where needed and desired by school officials. Bookmobiles are to rural schools as established public libraries are to city schools. Bookmobile service to schools should be given through the central school library where there are adequate physical facilities and a responsible person is in charge. Such loans are selected by the school librarian, frequently with the help of teachers and principal. When the school has no librarian or responsible person in charge and physical facilities are inadequate, the teacher or a student committee with the teacher borrows books for each class.

Regardless of procedure, it is necessary to plan closely with the schools in making bookmobile schedules so stops at schools will mean as little interruption in school work as possible. (Pre-conference with principal and librarian is helpful in this matter.) Principals are very cooperative in scheduling teachers for visits to the bookmobile so not more than two are selecting books at any one time. There again, better help can be given by the bookmobile librarian.

Books charged to teachers have colored cards left in the books so they may be circulated from classroom to students. School librarians or teachers are not financially responsible for books damaged or lost by their students. They must urge students to take good care of the books, and in case of damage or loss, collect from the student the necessary amount for repairs or replacement.

WORKMEN'S COMPENSATION

Rates for workmen's compensation insurance are based on the payroll and all employees of the library are covered. The minimum rate is \$52 a year and many small libraries would come under the minimum rate. Rates and compensation are set by the North Carolina Industrial Commission.

Payroll figures should be broken into two categories:

1. All employees working inside.
2. Bookmobile librarians and janitors.

Below are three paragraphs taken from the workmen's compensation manual outlining benefits under this policy.

1. WAITING PERIOD. No compensation shall be allowed for the first seven calendar days of disability resulting from an injury, except for the benefits provided for in Section 25; provided, however, that in case the injury results in disability of more than twenty-eight (28) days, the compensation shall be allowed from the date of disability.
2. SCHEDULE OF COMPENSATION FOR TOTAL INCAPACITY:
Maximum time of payments-----350 weeks
Per cent of wages payable-----60%
Maximum weekly benefit-----\$35.00
Minimum weekly benefit-----\$ 8.00
Total maximum benefits-----\$8,000.00
In case of death, the total sum paid shall be \$8,000 less any amount that may have been paid as partial compensation during the period of disability payable in one sum to the personal representative of the deceased.
3. PARTIAL INCAPACITY (applies to cases not specified in Section 31)
Maximum time of payments-----300 weeks
Per cent of wages payable-----60% of the difference between average wages before injury and wages earned thereafter.
Maximum weekly benefit-----\$30.00

In addition to the above compensation for loss of time from work Workmen's Compensation pays all doctor and hospital bills resulting from injuries sustained by the library employee while he is on the job.

For additional information see a local insurance agent or write to the North Carolina State Library.

READING GUIDANCE

Because the bookmobile librarian has a friendly, informal relationship with her patrons she has a unique opportunity to offer reading guidance and to observe the growth of appreciation of books and reading.

A librarian who knows books and who introduces her patrons to them by a few well chosen comments on particular titles can frequently pass on her enthusiasm to the patron. This knowledge of books requires continuous and wide reading.

Efficient mechanical procedures are necessary and important; but the really effective bookmobile librarian is one who through her knowledge of books and enjoyment of people helps them to develop reading tastes and abilities.

CHECKLIST OF SERVICE ITEMS TO BE CARRIED ON BOOKMOBILE

Band daters, two	Reference Books:
Book cards, colored and white	1. Bible
Book pockets	2. Dictionary
Bookmobile posters	3. Etiquette
Charging tray	4. Information Please Almanac
Circulation file for scheduled trip	5. One volume encyclopedia
Date due slips	6. World Almanac
First Aid kit	Registration cards (blank)
Folding chair	Request card file
Mending tape	Request cards
Paper clips	Request list, posted in bookmobile
Paste	Rules and Regulations, copy of
Pencils, six, well sharpened	Stamp pads, two
	Thermos jug, filled
	Thumb tacks

CHECKLIST OF STATION SUPPLIES

Book cards, colored and blank	Note pads
Bookmobile schedule	Pencils
Date due slips, for replacements	Postal cards, addressed to county librarian
File box for circulation	Request cards, blank

Bookmobile librarian instructs custodian in the use of these supplies.

BOOKMOBILE SERVICE

A Selected Bibliography

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*Items which seem to be most pertinent to North Carolina bookmobile program. All of this material may be borrowed from the State Library.

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